

OCCUPATIONAL OUTLOOK:

MENDOCINO COUNTY

1997

A PRODUCT OF THE CALIFORNIA COOPERATIVE OCCUPATIONAL INFORMATION SYSTEM

Sponsored by:

Mendocino Private Industry Council Inc.,
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CHAPTER 1

INTRODUCTION

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INTRODUCTION TO OCCUPATIONAL SUMMARIES

The information presented here was collected and analyzed as a function of a partnership between state and local agencies. Staff of the Mendocino Private Industry Council Inc., with assistance from the California State Employment Development Department (EDD), prepared this report. Questions regarding this report should be directed to the Mendocino Private Industry Council, Inc. (MPIC).

Information in the Occupational Summaries portion of this report applies specifically to Mendocino County. The occupations presented were selected for study by local users of occupational information. Not all occupations included are suitable for training at this time. The Supply/Demand statements must be weighed before training decisions are made. Omission of an occupation from this report does not imply that training for that occupation is not appropriate at this time.

The information in this report can be used by a variety of organizations and individuals for many different purposes. Some possible uses are listed below.

Career Decisions	Career counselors and job seekers can make informed occupational choices based on skills, abilities, interests, education, and personal needs. The localized information is easy to read and includes employer requirements and preferences, wages, labor demand, and sources of employment.
Program Planning	This report provides local planners and administrators with employment and training data, as well as occupational size and expected growth rates. Program planners can use this data to evaluate, improve, and eliminate programs, or to plan new programs.
Curriculum Design	Training providers can assess and update their curriculum based on current employer needs and projected trends, as indicated in this report.
Economic	Local government agencies and economic development organizations will find information on the labor pool, such as occupational size, expected growth rates, and wages, useful in determining the potential for business growth and development in our labor market area.
Program Marketing	Training providers can effectively market their programs by informing students, employers, and others that the chances for job placement are much greater because their training programs are developed using reliable local occupational data.
Human Resource Management	Small business owners and large corporate human resource directors alike can use this report to help determine competitive wages and benefits, improve their recruitment methods, and assess the availability of qualified workers for business relocation or expansion purposes.

Following are descriptions of each section of the Occupational Summaries:

Definition of Occupation:

The titles and definitions are based on the Occupation Employment Statistics (OES) dictionary published by the Bureau of Labor Statistics, updated for California as of July 1993.

Occupational Data:

Employment Trends: Unless otherwise noted, the expected annual growth rate of each occupation is projected to five years in the future. However, it is important not to over emphasize this growth factor. The growth rates are based on data from the Mendocino County Projections of Employment 1993 - 2000, available from the Employment Development Department. The average expected growth rate for Mendocino County is 13.0%. The terms used to describe the expected growth rate for each occupation are defined as follows:

Much faster than average - 19% or more

Faster than average - 15% to 18%

Average - 12% to 14%

Slower than average - 11% or less

No significant change or remain stable

Decline

Size of Occupation: This term is used for a particular occupation as it relates to its estimated number of workers in the county. Occupational size in Mendocino County is measured using the following scale:

Small = 41 or less

Large = 86 - 187

Medium = 42 - 85

Very Large = 188 or more

Wages:

The wage data enables comparison of salaries across occupations in salary range and median wage. Data is not intended to represent official prevailing wages. The ranges are based on employer surveys, with extreme answers excluded.

- New Hires, no experience - The wages of persons trained but with no paid experience in the occupation.
- New Hires, experience - The starting wage paid to journey-level or experienced persons just starting at the firm.
- Experienced, after 3 years - The wages generally paid to persons with three years' journey-level experience at the firm.

Benefits:

Non wage benefits offered to employees in the occupation.

Hours:

The hours represent a typical workweek.

Supply/Demand Assessment:

The terms presented in this section of the summary refer to the relative difficulty employers experience in locating qualified applicants for entry and experienced positions in the occupation. The terms used in describing the local supply/demand situation found in the area currently are defined as:

- Very Difficult - Demand is considerably greater than supply of qualified applicants. Employers often cannot find qualified applicants when an opening exists.
- Somewhat Difficult - Demand is somewhat greater than the supply of qualified applicants. Employers may have some difficulty finding qualified applicants at times.
- A Little Difficult - Supply is somewhat greater than demand for qualified applicants, and applicants may experience competition in job seeking.
- Not Difficult - Supply of qualified applicants is considerably greater than demand, creating a very competitive job market for applicants.

Recruitment Resources:

This lists the ways employers recruit for new employees in this occupation.

**Job Entry Skills, Training,
Experience and Other
Requirements:**

This indicates certification, licensing requirements (if any), education, training and experience requirements, and job skills or other qualifications that are required or preferred according to those employers surveyed. When reference is made to most, many, or some, the following guidelines apply

All employers	100% of the survey respondents;
Almost all employers	80% up to but not including 100% of the survey respondents;
Most employers	60% up to but not including 80% of the survey respondents;
Many employers	40% up to but not including 60% of the survey respondents;
Some employers	20% up to but not including 40% of the survey respondents;
Few employers	Less than 20% of the survey respondents

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CHAPTER 2

PROGRAM METHODOLOGY

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STATEMENT OF PROGRAM METHODS

Occupational Selection:

The following process was used to select the occupations to be included in this study. Initially criteria were identified by the Mendocino Private Industry Council staff to narrow down the list of occupations to be studied. The criteria were:

That the occupation must be defined by the OES classification system;

That the occupation must require training for entry;

That the occupation typically require two years or less of training;

That the potential salary level was \$5.15 per hour or more;

That there be a substantial number of projected job openings in the county, or a need has been established for information on a changing industry;

That the occupation have a substantial employment base in the county or a need has been established for information on a changing industry;

For the last two criteria occupational projection tables prepared by the California Employment Development Department (EDD) were reviewed. These tables provided past, present and future employment by occupation and projected job growth rates for occupations in Mendocino County. Using these tables, occupations that showed a strong projected growth rate and/or large occupations that were expected to have a sizable number of replacement needs were selected.

A preliminary list of occupations was developed. This list was reviewed by vocational program operators, educational institutions, labor representatives, economic development organizations, social service organizations and rehabilitation organizations. From the input of these organizations, occupations were dropped and others added and a final list of occupations to be studied was selected. Each occupation was then clearly defined to ensure that the information collected pertained to the appropriate occupation.

Definition Of Occupation:

An occupation is the name or title of a job that identifies the various activities and functions of a worker, i.e., occupations represent what workers do. The method for classifying jobs used in this report is the Occupational Employment Statistics (OES) classification system developed by the U.S. Department of Labor's Bureau of Labor Statistics (BLS). BLS uses the OES classification system nationwide to study staffing patterns within industries.

Survey Sample Collection:

After the occupations were selected and defined an employer sample was developed for each occupation. One consideration in drawing up the employer sample was to identify the industry classification.

An industry is a title for a group of firms that produce similar goods and services. An industry title represents the economic activity in which a firm is engaged. Industries are classified by the Standard Industrial Classification Manual. There are nine major industry groups which contain detailed industry categories. Every firm in the state is classified in one or more of these detailed industry categories, according to the products or services they produce.

EDD staff, using detailed data bases on employers and occupational staffing within industries, chose a representative sample of employers for each of the occupations. For example, a registered nurse would generally work for a firm classified in the health services category, whereas a secretary may be scattered across several industries--health services, retail trade, manufacturing, etc. This was considered for each occupation when establishing the sample of employers that would receive questionnaires. This sample was carefully reviewed by MPIC staff and employers were added and deleted, as appropriate, to obtain a sample of 30 employers, except for the occupations where 30 employers could not be found in Mendocino County.

Questionnaire Development:

A questionnaire was developed for each of the occupations by EDD. This year a standard questionnaire and a list of skills was used for all occupations. (See attached 2-4)

Survey Procedures:

MPIC used the following survey procedures:

Staff began by attempting to obtain phone numbers for each employer on the finalized list of employers proposed for the study. This involved use of the telephone book and the City Directory. Many employers were eliminated from the list at this time because they were no longer in business, or a local address or phone number could not be verified.

Often employers were called to verify company name and address, verify the existence of the occupation at the company, obtain the name of a contact person, describe the study, and encourage participation. Employers were eliminated from the list at this point if they did not employ in that occupation.

Survey Procedures (cont.): -

Questionnaires were then mailed out to the employers.

Employers not responding within a stated response time were contacted by phone to encourage them to return the questionnaire and were given the opportunity to complete the questionnaire by telephone, if preferred, at that time or to be called back at a time they designated.

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All surveys were reviewed by the LMI coordinator to monitor accuracy and completeness. Employers were contacted if the answers were unclear or conflicted with other answers or information obtained about the occupation.

In addition to contacting employers, the MPIC staff gathered information from training providers to learn more about a specific occupation.

Tabulations and Results:

The survey responses were entered into a data base and tabulations were generated on computer software provided by EDD, with the exception of skill data. From those tabulations the data were analyzed and the final occupational summaries were prepared by MPIC staff. Each occupational summary provides information on training and hiring requirements, size of occupation, employment trends, supply/demand assessment, wages and benefits, and other information. Specific employer information is and will remain strictly confidential.

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CHAPTER 3

**INDEX OF OCCUPATIONS
1990 - 1997**

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INDEX OF OCCUPATIONS STUDIED 1990 - 1997

OCCUPATION	YEAR	YEAR	YEAR	OCCUPATION	YEAR	YEAR	YEAR
Accountant and Auditors	1992	1995		First Line Supervisors and Manager/Supervisors - Clerical and Administrative Occupations	1993		
Agricultural Sales Worker	1994			First Line Supervisors and Manager/Supervisors - Production and Operating Workers	1993		
Animal Caretakers - Except Farm	1992			First Line Supervisors/ Manager - Construction Trades and Extractive Workers	1994		
Auto Mechanics	1990	1993	1996	First Line Supervisors/Manager of Mechanics, Installers and Repairers	1993		
Automotive Body & Related Repairers	1990	1993	1997	Food Preparation Workers	1991	1996	
Bakers - Bread and Pastry	1992	1996		Food Service Managers	1991	1996	
Bartenders	1991	1995		Gardeners, Groundskeepers	1990	1993	1997
Billing, Cost, and Rate Clerks	1994			General Office Clerks	1990	1993	1996
Bookkeeping, Accounting, Auditing Clerks	1990	1993	1997	Guards and Watch Guards	1993		
Bus and Truck Mechanics and Diesel Engine Specialist	1994			Hairdressers, Hairstylists, and Cosmetologists	1992		
Butchers and Meat Cutters	1992	1995		Helpers - Carpenter and Related	1991		
Carpenters	1991	1994		Home Appliance and Power Tool Repairers	1991		
Cashiers	1990	1993	1997	Host, Hostesses - Restaurant, Lounge or Coffee Shop	1992		
Cellar Supervisors	1993			Hotel Desk Clerks	1991	1997	
Child Care Workers	1993	1996		Human Service Workers	1996		
Choke Setters	1993			Industrial Production Managers	1995		
Computer Programmers, Including Aides	1993			Instructional Aides	1991	1993	1996
Cooks - Restaurant	1990	1994		Insurance Policy Processing Clerks	1992		
Computer Support Specialists	1997			Janitors and Cleaners	1990	1995	
Cooks - Specialty Fast Food	1992	1997		Legal Secretaries	1990	1993	1997
Counter and Rental Clerks	1992	1996		Licensed Vocational Nurses	1990	1993	1996
Dental Assistants	1990	1994	1997	Loan and Credit Clerks	1992	1995	
Dental Hygienists	1992	1995		Lodging Managers	1991		
Dietetic Technicians	1995			Log Handling Equipment Operators	1993		
Drafters	1994			Machinery Maintenance Workers	1991		
Drivers/Sales Workers	1991	1995		Machinists	1990	1993	
Electrical and Electronic Assemblers	1991			Maids and Housekeeping Cleaners	1991		
Electricians	1991	1994		Maintenance Repairers, General Utility	1991	1996	
Fallers and Buckers	1993			Manager, Office (Any Industry)	1997		
Financial Managers	1993			Marketing, Advertising, Public Relations Managers	1993		
Firefighters	1993	1997		Medical Assistants	1990	1993	
First Line Supervisors and Managers/Supervisors Sales and Related Occupations	1992	1996		Medical Clinical Lab Assistants	1994		
First Line Supervisors - Agricultural, Forestry, Fishing,	1994			Medical Clinical Lab Technicians	1994		

INDEX OF OCCUPATIONS STUDIED 1990 - 1997

OCCUPATION	YEAR	YEAR	YEAR	OCCUPATION	YEAR	YEAR	YEAR
Medical Secretaries	1990	1993	1997	Social Service Technicians	1991		
Numerical-Control Machine-Tool Op and Tender	1996			Social Workers - Medical and Psychiatric	1992		
Nursery Workers	1991	1994		Stock Clerks - Stockroom, Warehouse, Storage Yard	1992	1995	
Nurses Aides	1990	1993	1997	Stock Clerks - Sales Floor	1992	1995	
Operating Engineers	1991			Substance Abuse Counselors	1995		
Opticians - Dispensing and Measuring	1995			Survey and Mapping Technicians and Technologists	1992		
Order Clerks - Materials, Merchandise, and Service	1992			Teacher - Elementary School	1996		
Paralegal Personnel	1995			Teachers - Kindergarten	1994		
Patient Insurance Clerks	1992			Teachers - Preschool	1990	1994	
Paving, Surfacing, and Tamping Equipment Operators	1991			Teachers - Special Education	1995		
Pharmacy Technicians	1995			Tellers	1990		
Plumbers, Pipefitters, and Steamfitters	1995			Traffic, Shipping and Receiving Clerks	1993	1996	
Police Patrol Officers	1993	1997		Truck Drivers, Heavy or Tractor Trailer	1990	1996	
Purchasing Managers	1994			Truck Drivers, Light - Includes Delivery and Route Workers	1992	1997	
Receptionists and Information Clerks	1992	1997		Typist/Word Processing Machine Operator	1992		
Registered Nurses	1991	1995		Veterinary Technicians and Technologists	1995		
Salespersons, Parts	1990	1993	1997	Welders and Cutters	1991	1994	1996
Salespersons, Retail - Except Vehicle Sales	1990	1993	1997	Welfare Eligibility Workers and Interviewers	1994		
Secretaries, General	1991	1994		Wine Fermenters	1993		
Sheet Metal Workers	1990	1996					

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CHAPTER 4

OCCUPATIONAL OUTLOOK TABLES

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AUTOMOTIVE BODY AND RELATED REPAIRERS

Automotive Body and Related Repairers repair, repaint, and refinish automotive vehicle bodies, straighten vehicle frames, and replace damaged vehicle glass.
OES 853050

OCCUPATIONAL FORECAST

Size in year 2000	Small	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 8.00	\$ 8.00	\$ 8.50
New Hires - Experienced	\$ 8.00	\$ 11.94	\$ 18.00
Experienced 3 Years with Firm	\$ 8.00	\$ 16.50	\$ 20.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	75%	0%	Paid Sick Leave	0%	0%
Dental Insurance	50%	0%	Paid Vacation	100%	0%
Vision Insurance	25%	0%	Retirement Plan	25%	0%
Life Insurance	50%	0%	Child Care	0%	0%

HOURS

Full Time	100%	Temporary/On Call	0%
Part Time	0%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	0%	Male	100%
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RECRUITMENT

Employee's Referral	75%	Public School/Program Referrals	25%
Newspaper Ads	50%	Private School Referrals	0%
Private Employment Agencies	0%	Employment Development Department	25%
Hire Unsolicited Applicants	50%	Union Hall Referrals	0%
In-House Promotion/Transfer	25%	Friends Referrals	0%

MAJOR EMPLOYING INDUSTRIES :

New and Used Car Dealership, Top and Body Repair and Paint Shops

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	3.0	Tolerate dust and paint fumes	3.0
Ability to read and follow instructions	3.0	Good color perception	3.0
Basic math skills	2.6	Able to lift 75lbs repeatedly	2.3
Ability to write legibly	2.6	Ability to pass drug testing	1.6
		Pass pre-employ medical exam	1.0
TECHNICAL		OTHER QUALIFICATIONS	
Ability to operate power hand tools	3.0	Attention to detail	3.0
Masking skills	3.0	Problem solving skills	3.0
Ability to apply various painting techniques and skills	3.0	Read and follow instructions	3.0
Welding skills	3.0	Ability to work as part of a team	3.0
Ability to install vehicle glass	2.6	Organizational/time mgmt skills	2.6
Skill in working with fiberglass	2.3	Ability to work independently	2.6
		Perform routine, repetitive work	2.6
		Ability to work under pressure	2.3
		Ability to handle crisis situations	2.0
		Supervisory skills	1.6
		Good DMV driving record	1.6

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	0%	Data Base	0%
Word Processing	0%	Estimating	100%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Plastic Repairs, Multi-Stage Refinishing

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	100%	Bachelor (4 year) Degree	0%
Some College/Not Degree	0%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	25%	75%	0%	0%
Training Substituted for Exp.	0%	0%	100%	0%

Firms requiring experience prefer an average of one to two years experience in this occupation.

BOOKKEEPING, ACCOUNTING, AND AUDITING CLERKS, INCLUDING BOOKKEEPERS

Bookkeeping, Accounting, and Auditing Clerks, including Bookkeepers, compute, classify, and record numerical data to keep sets of financial records complete. They perform any combination of routine calculating, posting, and verifying duties to obtain primary financial data for use in maintaining accounting records. They may also check the accuracy of figures, calculations, and posting pertaining to business transactions recorded by other workers. Does not include individuals whose primary duty is operating special office machines. OES 553380

OCCUPATIONAL FORECAST

Size in year 2000	Very Large	Job Growth	Slower than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 6.00	\$ 7.25	\$ 10.50
New Hires - Experienced	\$ 7.00	\$ 8.88	\$ 11.14
Experienced 3 Years with Firm	\$ 8.76	\$ 10.00	\$ 13.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	80%	7%	Paid Sick Leave	53%	33%
Dental Insurance	40%	0%	Paid Vacation	93%	33%
Vision Insurance	20%	0%	Retirement Plan	27%	7%
Life Insurance	47%	0%	Child Care	0%	0%

HOURS

Full Time	76%	Temporary/On Call	3%
Part Time	21%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	93%	Male	7%
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RECRUITMENT

Employee's Referral	81%	Public School/Program Referrals	6%
Newspaper Ads	56%	Private School Referrals	6%
Private Employment Agencies	25%	Employment Development Department	38%
Hire Unsolicited Applicants	13%	Union Hall Referrals	0%
In-House Promotion/Transfer	25%	Other	0%

MAJOR EMPLOYING INDUSTRIES:

This occupation is spread across most industries.

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Ability to perform basic math	3.0	Sit for 2 or more hours	2.8
English grammar and spelling skills	2.8	Participate in drug testing	2.3
Oral communication skills	2.8	Pass pre-employment medical exam	1.8
TECHNICAL		OTHER QUALIFICATIONS	
Accounting skills	2.9	Attention to detail	3.0
Operate 10-key adding machine by touch	2.9	Read and follow instructions	2.9
Telephone answering skills	2.7	Ability to work independently	2.8
Bookkeeping skills	2.6	Perform routine, repetitive work	2.8
Ability to use spreadsheet software	2.3	Problem solving skills	2.7
Ability to use database software	2.3	Ability to work as part of a team	2.7
Payroll processing skills	2.3	Ability to work under pressure	2.6
Bondable	2.0	Organizational/time mgmt skills	2.6
Ability to conduct an audit	1.9	Supervisory skills	2.0
		Ability to handle crisis situations	2.0
		Possess good DMV driving record	1.7
		Multi-cultural familiarity	1.6

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	77%	Desktop Publishing	8%
Word Processing	85%	Accounting Software	15%
Data Base	77%		

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computer Skills, Accounting Software, E-Mail and Internet Skills, Computerized Bookkeeping.

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	8%
High School or Equivalent	77%	Bachelor (4 year) Degree	0%
Some College/Not Degree	15%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	44%	44%	6%	6%
Training Substituted for Exp.	0%	6%	88%	6%

Firms requiring experience prefer an average of one year experience in this occupation.

CASHIERS

Cashiers receive and disburse cash payments, handle credit transactions, make change, issue receipts, and balance the tender drawer in a variety of establishments. Their work usually involves the use of adding machines, cash registers, and change makers. OES 490230

OCCUPATIONAL FORECAST

Size in year 2000	Very Large	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.15	\$ 5.50	\$ 6.87
New Hires - Experienced	\$ 5.50	\$ 6.00	\$ 9.69
Experienced 3 Years with Firm	\$ 5.70	\$ 7.50	\$ 9.69

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	80%	30%	Paid Sick Leave	30%	40%
Dental Insurance	70%	30%	Paid Vacation	80%	40%
Vision Insurance	60%	30%	Retirement Plan	20%	20%
Life Insurance	60%	30%	Child Care	0%	0%

HOURS

Full Time	55%	Temporary/On Call	0%
Part Time	45%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	57%	Male	43%
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RECRUITMENT

Employee's Referral	60%	Public School/Program Referrals	33%
Newspaper Ads	53%	Private School Referrals	13%
Private Employment Agencies	7%	Employment Development Department	27%
Hire Unsolicited Applicants	53%	Union Hall Referrals	0%
In-House Promotion/Transfer	47%	Word of Mouth/Customer Base	20%

MAJOR EMPLOYING INDUSTRIES :

Department Stores, Grocery Stores, Gasoline Service Stations, Eating Places, Drug Stores

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	3.0	Ability to pass drug testing	2.6
Read and follow instructions	3.0	Pass pre-employ medical exam	2.2
Perform basic math calculations	2.8		
English grammar and spelling skills	2.8		
Ability to write legibly	2.2		
TECHNICAL		OTHER QUALIFICATIONS	
Cash handling skills	3.0	Ability to follow oral instructions	3.0
Follow check cashing procedures	3.0	Attention to detail	3.0
Public contact skills	2.6	Ability to work under pressure	3.0
Product knowledge	2.4	Ability to work as part of a team	3.0
Ability to operate a cash register	2.4	Ability to work independently	2.6
Record keeping skills	2.0	Multi-cultural familiarity	1.8
Grocery checking skills	1.8		
Bondable	1.4		

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	25%	Basic Computer Knowledge	100%
Word Processing	0%	Computerized Register	100%
Data Base	25%		

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computer Skills, Scanners, Bi-Lingual

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	97%	Bachelor (4 year) Degree	0%
Some College/Not Degree	3%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	13%	33%	33%	20%
Training Substituted for Exp.	13%	47%	40%	0%

Firms requiring experience prefer an average of four to six months experience in this occupation or one year experience in retail sales.

COMPUTER SUPPORT SPECIALIST

Computer Support Specialists install, modify, and make minor repairs to computer hardware and software systems, and peripheral components. They instruct users in the use of equipment, software, and manuals. They provide technical assistance either in person or via telephone concerning systems operations. They diagnose system hardware, software, and operator problems, and recommend or perform minor remedial actions to correct problems. DOT 039264999

OCCUPATIONAL FORECAST

Size in year 2000	Information not available	Job Growth	Information not available
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WAGE SUMMARY

Employee Type	Union			Non-Union		
	Low	Median	High	Low	Median	High
New Hires - No Experience	8.21	13.29	14.25	9.74	12.22	14.22
New Hires - Experienced	8.21	13.81	16.13	9.74	14.38	23.97
Experienced 3 yr. with Firm	9.51	15.75	18.67	9.74	15.85	26.37

BENEFITS

	Full Time			Part Time	
	100%	15%		100%	15%
Medical Insurance	100%	15%	Paid Sick Leave	92%	15%
Dental Insurance	100%	15%	Paid Vacation	100%	15%
Vision Insurance	85%	8%	Retirement Plan	100%	15%
Life Insurance	77%	15%	Child Care	8%	0%

HOURS

Full Time	90%	Temporary/On Call	5%
Part Time	5%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find experienced qualified applicants and a little difficult to find inexperienced qualified applicants.

GENDER

Female	45%	Male	55%
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RECRUITMENT

Employee's Referral	15%	Public School/Program Referrals	23%
Newspaper Ads	92%	Private School Referrals	8%
Private Employment Agencies	38%	Employment Development Department	38%
Hire Unsolicited Applicants	31%	Union Hall Referrals	0%
In-House Promotion/Transfer	62%	Public Agencies/Internet	15%

MAJOR EMPLOYING INDUSTRIES :

Schools, Government, Sawmills and Planing Mills - General, Individual and Family Services, Social Services, Catalog and Mail Order Houses.

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Ability to read and follow instructions	3.0	Ability to pass drug testing	1.9
Ability to write legibly	3.0	Pass pre-employ medical exam	1.7
Basic math skills	2.9		
Oral communication skills	2.7		
TECHNICAL		OTHER QUALIFICATIONS	
Knowledge of Microcomputer hardware and software operating systems	3.0	Ability to work independently	3.0
Ability to troubleshoot	3.0	Ability to work under pressure	2.8
Ability to utilize good teaching techniques	2.9	Attention to detail	2.8
Ability to use operating manuals	2.9	Ability to handle crisis situation	2.8
Ability to communicate technical information to non-technical staff	2.9	Organizational/time mgmt skills	2.7
Understanding wide area networks WAN	2.8	Customer service skills	2.7
Understanding Local area networks LAN	2.8	Communicate with computer literate staff	2.7
Ability to write effectively	2.8	Possession of a reliable vehicle	2.1
		Supervisory skills	1.3
		Plan/organize work of others	1.3

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	92%	Desktop Publishing	75%
Word Processing	100%	PC Networks & Internet	33%
Data Base	92%	Maintenance/Project Development	33%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Ability to meet technological changes, Internet skills, Update repair on all models, Updated training, Internet hook-ups, Network skills

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	50%	Bachelor (4 year) Degree	30%
Some College/Not Degree	20%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	61%	31%	8%	0%
Training Substituted for Exp.	0%	15%	54%	31%

Firms requiring experience prefer an average of six months to five years experience in this occupation depending on the complexity of the computer system.

COOKS - SPECIALTY FAST FOOD

Specialty Fast Food Cooks prepare and cook food in a fast food restaurant with a limited menu. The menu and duties of the cooks are limited to one or two basic items, such as hamburgers, chicken, pizza, tacos, or fish and chips. The duties of the cook normally involve operating large volume single purpose cooking equipment. Typically, these cooks work in regional or national fast food chain restaurants. OES 650320

OCCUPATIONAL FORECAST

Size in year 2000	Large	Job Growth	Faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.15	\$ 5.15	\$ 5.75
New Hires - Experienced	\$ 5.15	\$ 5.60	\$ 6.00
Experienced 3 Years with Firm	\$ 5.50	\$ 6.08	\$ 7.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	0%	0%	Paid Sick Leave	17%	0%
Dental Insurance	0%	0%	Paid Vacation	100%	0%
Vision Insurance	0%	0%	Retirement Plan	0%	0%
Life Insurance	0%	0%	Child Care	0%	0%

HOURS

Full Time	35%	Temporary/On Call	0%
Part Time	65%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	63%	Male	37%
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RECRUITMENT

Employee's Referral	69%	Public School/Program Referrals	56%
Newspaper Ads	56%	Private School Referrals	19%
Private Employment Agencies	13%	Employment Development Department	38%
Hire Unsolicited Applicants	56%	Union Hall Referrals	6%
In-House Promotion/Transfer	38%	Help Wanted Signs in Window	19%

MAJOR EMPLOYING INDUSTRIES :

Eating Places

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Ability to read and follow instructions	2.8	Stand for 2 or more hours	2.7
English grammar and spelling skills	2.7	Lift at least 30 lbs repeatedly	2.6
Oral communication skills	2.7	Ability to pass drug testing	2.0
Ability to perform basic math	2.7	Pass pre-employ medical exam	1.9
Ability to write legibly	2.3		
TECHNICAL		OTHER QUALIFICATIONS	
Understanding safe food handling procedures	3.0	Ability to work as part of a team	3.0
Cooking skills	2.3	Ability to work under pressure	3.0
		Attention to detail	3.0
		Ability to follow oral instructions	2.8
		Ability to work independently	2.8

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	0%	Desktop Publishing	0%
Word Processing	0%	Accounting Software	0%
Data Base	0%		

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

None

EDUCATION OF RECENT HIRES

Less Than High School	3%	Associate (2 year) Degree	0%
High School or Equivalent	96%	Bachelor (4 year) Degree	0%
Some College/Not Degree	1%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	0%	6%	38%	56%
Training Substituted for Exp.	44%	25%	25%	6%

Firms requiring experience prefer an average of four to six months experience in this occupation.

DENTAL ASSISTANTS

Dental Assistants assist the dentist at the chair by preparing patients and equipment, keeping records, and performing related duties as required. OES 660020

OCCUPATIONAL FORECAST

Size in year 2000	Medium	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 6.50	\$ 7.00	\$ 12.00
New Hires - Experienced	\$ 7.00	\$ 9.00	\$ 12.00
Experienced 3 Years with Firm	\$ 8.50	\$ 11.00	\$ 15.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	36%	14%	Paid Sick Leave	64%	50%
Dental Insurance	57%	29%	Paid Vacation	71%	50%
Vision Insurance	0%	0%	Retirement Plan	29%	21%
Life Insurance	0%	0%	Child Care	0%	0%

HOURS

Full Time	61%	Temporary/On Call	0%
Part Time	39%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find experienced qualified applicants and a little difficult to find inexperienced qualified applicants.

GENDER

Female	100%	Male	0%
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RECRUITMENT

Employee's Referral	60%	Public School/Program Referrals	13%
Newspaper Ads	47%	Private School Referrals	0%
Private Employment Agencies	7%	Employment Development Department	7%
Hire Unsolicited Applicants	27%	Union Hall Referrals	7%
In-House Promotion/Transfer	7%	Help Wanted Signs in Window	13%

MAJOR EMPLOYING INDUSTRIES :

Dental Offices

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Ability to read and follow instructions	3.0	Stand for 2 or more hours	2.2
Oral communication skills	2.8	Ability to pass drug testing	1.6
English grammar and spelling skills	2.6	Pass pre-employ medical exam	1.5
Ability to write legibly	2.6		
Ability to perform basic math	1.8		
TECHNICAL		OTHER QUALIFICATIONS	
Ability to perform/assist dental procedures	2.7	Ability to work under pressure	3.0
Knowledge of dental materials	2.6	Ability to work as part of a team	3.0
Record keeping skills	2.4	Attention to detail	2.8
Possess Radiation Safety Certificate	2.4	Ability to work independently	2.8
Telephone answering skills	2.4	Multi-cultural familiarity	1.8
Ability to write effectively	2.4		
Possess Registered Dental Asst Certificate	2.1		
Understanding of coronal polishing	2.0		
Ability to follow billing procedures	1.8		
Ability to complete/explain insurance form	1.5		

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	0%	Desktop Publishing	0%
Word Processing	33%	General Computer	67%
Data Base	33%	Dental Software	67%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computer use, Intra Oral Video Camera use.

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	60%	Bachelor (4 year) Degree	0%
Some College/Not Degree	40%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	27%	40%	20%	13%
Training Substituted for Exp.	0%	13%	67%	20%

Firms requiring experience prefer an average of three months to one year experience in this occupation.

FIREFIGHTERS

Firefighters control and extinguish fires, protect life and property, and maintain equipment as paid volunteers or employees of city, township, State, or Federal government. OES 630080

OCCUPATIONAL FORECAST

Size in year 2000	Medium	Job Growth	Remain Stable
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 9.78	\$ 21.86	\$ 22.44
New Hires - Experienced	\$ 11.06	\$ 22.15	\$ 23.48
Experienced 3 Years with Firm	\$ 12.82	\$ 23.01	\$ 23.48

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	100%	50%	Paid Sick Leave	75%	25%
Dental Insurance	100%	0%	Paid Vacation	75%	25%
Vision Insurance	75%	0%	Retirement Plan	75%	0%
Life Insurance	75%	25%	Child Care	0%	0%

HOURS

Full Time	34%	Temporary/On Call	63%
Part Time	3%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is a little difficult to find experienced qualified applicants and somewhat difficult to find inexperienced qualified applicants.

GENDER

Female	7%	Male	93%
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RECRUITMENT

Employee's Referral	50%	Public School/Program Referrals	0%
Newspaper Ads	25%	Private School Referrals	0%
Private Employment Agencies	0%	Employment Development Department	0%
Hire Unsolicited Applicants	0%	Union Hall Referrals	0%
In-House Promotion/Transfer	50%		

MAJOR EMPLOYING INDUSTRIES :

State and Local Government

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	3.0	Pass pre-employ medical exam	3.0
Ability to read and follow instructions	3.0	Pass physical performance test	3.0
Ability to write legibly	2.7	Ability to climb to high places	3.0
Ability to perform basic math	2.7	Possession of agility and coordination	3.0
English grammar and spelling skills	2.2		
TECHNICAL		OTHER QUALIFICATIONS	
Ability to administer emergency first aid	2.5	Clean police record	3.0
Ability to apply principles of hazardous and toxic waste	2.5	Ability to follow oral instructions	3.0
Possession of valid Class A drivers license	2.5	Attention to detail	3.0
Public contact skills	2.5	Ability to work under pressure	3.0
Ability to take vital signs	2.2	Ability to work as part of a team	3.0
Emergency Medical Technician Certificate	2.2	Ability to work independently	2.7
Ability to write effectively	2.2	Multi-cultural familiarity	2.0
Knowledge of local streets	2.2		
Knowledge of medical terminology	1.7		

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	50%	Desktop Publishing	0%
Word Processing	100%		
Data Base	50%		

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

None reported

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	38%	Bachelor (4 year) Degree	0%
Some College/Not Degree	62%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	75%	0%	0%	25%
Training Substituted for Exp.	0%	25%	25%	50%

Firms requiring experience prefer an average of two years to two and a half years experience in this occupation.

GARDENERS, GROUNDSKEEPERS - EXCEPT FARM

Gardeners and Groundskeepers maintain grounds of public or private property, using hand/power tools or equipment. They may perform any combination of tasks, such as mowing, trimming, planting, watering, fertilizing, digging, raking, and sweeping. Additional duties may include minimal care and upkeep of buildings and equipment. They may plan and execute small-scale landscaping operations. They may dig and prepare graves. Does not include Groundskeepers who disseminate information to the public and patrol public parks to enforce rules and regulations and to detect fires. OES 790300

OCCUPATIONAL FORECAST

Size in year 2000	Large	Job Growth	Remain Stable
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WAGE SUMMARY

Employee Type	Union			Non-Union		
	Low	Median	High	Low	Median	High
New Hires - No Experience	8.02	8.48	10.11	5.50	6.39	8.30
New Hires - Experienced	8.02	8.86	11.70	5.75	6.77	9.59
Experienced 3 yr. with Firm	9.25	10.04	13.54	6.77	9.59	11.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	79%	21%	Paid Sick Leave	57%	21%
Dental Insurance	64%	14%	Paid Vacation	71%	21%
Vision Insurance	57%	14%	Retirement Plan	43%	14%
Life Insurance	50%	0%	Child Care	0%	0%

HOURS

Full Time	77%	Temporary/On Call	8%
Part Time	13%	Seasonal	3%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is a little difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	23%	Male	77%
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RECRUITMENT

Employee's Referral	21%	Public School/Program Referrals	7%
Newspaper Ads	86%	Private School Referrals	7%
Private Employment Agencies	14%	Employment Development Department	36%
Hire Unsolicited Applicants	21%	Union Hall Referrals	0%
In-House Promotion/Transfer	50%	Public Agencies	7%

MAJOR EMPLOYING INDUSTRIES :

Lawn and Garden Services, Hotels and Motels, Elementary and Secondary Schools, Junior Colleges, State and Local Government

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Ability to read and follow instructions	2.8	Ability to lift at least 50 lbs	2.6
Oral communication skills	2.5	Do strenuous, physical work	2.6
Ability to write legibly	2.2	Pass pre-employ medical exam	1.7
Basic math skills	2.0	Ability to pass drug testing	1.7
		Ability to lift at least 100 lbs	1.7
TECHNICAL		OTHER QUALIFICATIONS	
Lawn and garden care skills	2.6	Possess valid driver's license	3.0
Pruning skills	2.5	Attention to detail	2.7
Knowledge of gardening tools	2.4	Problem solving skills	2.7
Sprinkler repair skills	2.4	Organization/time mgmt skills	2.6
Knowledge of pesticides and herbicides	2.3	Ability to handle crisis situations	2.4
Knowledge of horticulture	2.0	Ability to work under pressure	2.1
Plumbing repair skills	2.0	Possess a reliable vehicle	1.9
Ability to operate tractors	2.0	Supervisory skills	1.8
Sprinkler installation skills	2.0	Trained in CPR/first aid technique	1.5
		Multi-cultural familiarity	1.4
		Plan and organize work of others	1.4

COMPUTER SOFTWARE SKILLS SOUGHT

None Reported

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Irrigation Controller, Basic Programming, Sports Turf Management

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	62%	Bachelor (4 year) Degree	0%
Some College/Not Degree	38%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	27%	40%	20%	13%
Training Substituted for Exp.	0%	13%	80%	7%

Firms requiring experience prefer an average of six months to one year experience in this occupation.

HOTEL DESK CLERKS

Hotel Desk Clerks accommodate hotel patrons by registering and assigning rooms to guests, issuing room keys, transmitting and receiving messages, keeping records of rooms occupied and guests' accounts, making and confirming reservations, and presenting statements to and collecting payments from departing guests. OES 538080

OCCUPATIONAL FORECAST

Size in year 2000	Large	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.75	\$ 6.50	\$ 7.50
New Hires - Experienced	\$ 6.00	\$ 7.00	\$ 8.00
Experienced 3 Years with Firm	\$ 6.50	\$ 8.00	\$10.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	67%	0%	Paid Sick Leave	11%	0%
Dental Insurance	33%	0%	Paid Vacation	56%	0%
Vision Insurance	22%	0%	Retirement Plan	0%	0%
Life Insurance	11%	0%	Child Care	0%	0%

HOURS

Full Time	42%	Temporary/On Call	3%
Part Time	53%	Seasonal	2%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	84%	Male	16%
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RECRUITMENT

Employee's Referral	47%	Public School/Program Referrals	7%
Newspaper Ads	53%	Private School Referrals	0%
Private Employment Agencies	7%	Employment Development Department	53%
Hire Unsolicited Applicants	7%	Union Hall Referrals	0%
In-House Promotion/Transfer	33%		

MAJOR EMPLOYING INDUSTRIES :

Hotel and Motels

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	2.9	Stand for 2 or more hours	1.9
English grammar and spelling skills	2.6	Ability to pass drug testing	1.6
Ability to perform basic math	2.5	Pass pre-employ medical exam	1.3
TECHNICAL		OTHER QUALIFICATIONS	
Cash handling skills	3.0	Attention to detail	2.8
Customer service skills	2.9	Ability to work as part of a team	2.8
Telephone answering skills	2.9	Good grooming skills	2.7
Record keeping skills	2.7	Ability to work independently	2.7
Ability to write effectively	2.5	Ability to work under pressure	2.5
Ability to follow billing procedures	2.3	Ability to handle crisis situations	2.6
		Problem solving skills	2.5
		Perform routine, repetitive work	2.3
		Organizational/time mgmt skills	2.3
		Supervisory skills	2.0
		Good DMV driving record	1.8
		Multi-cultural familiarity	1.6

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	75%	Desktop Publishing	25%
Word Processing	75%	E-Mail	25%
Data Base	50%	Internet	25%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computer skills

EDUCATION OF RECENT HIRES

Less Than High School	4%	Associate (2 year) Degree	0%
High School or Equivalent	65%	Bachelor (4 year) Degree	8%
Some College/Not Degree	23%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	7%	7%	53%	33%
Training Substituted for Exp.	7%	47%	47%	0%

Firms requiring experience prefer an average of six months experience as a desk clerk, travel clerk or clerk with public contact.

MANAGER, OFFICE - ANY INDUSTRY

Coordinates activities of clerical personnel. Analyses and organizes office operations and procedures, e.g., typing, bookkeeping, preparing payrolls, flow of correspondence, filing, requisition of supplies, and other clerical services. Evaluates office production, revises procedures, or devises new forms to improve efficiency of workflow. Establishes uniform correspondence procedures and style practices. Formulates procedures for systematic retention, protection, retrieval, transfer, and disposal of records. Plans office layouts and initiates cost reduction programs. Reviews clerical and personnel records to ensure completeness, accuracy, and timeliness. Prepares activities reports for guidance of management, using computer. May prepare organizational budget and monthly financial reports. May hire, train, and supervise clerical staff. May compile, store, and retrieve managerial data using computer. DOT 169-167.034

OCCUPATIONAL FORECAST

Size in year 2000	Information not available	Job Growth	Information not available
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 7.00	\$ 10.00	\$ 15.82
New Hires - Experienced	\$ 8.00	\$ 11.32	\$ 19.76
Experienced 3 Years with Firm	\$ 10.00	\$ 13.90	\$ 19.76

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	93%	0%	Paid Sick Leave	93%	20%
Dental Insurance	80%	0%	Paid Vacation	100%	20%
Vision Insurance	60%	0%	Retirement Plan	87%	7%
Life Insurance	53%	0%	Child Care	0%	0%

HOURS

Full Time	98%	Temporary/On Call	0%
Part Time	2%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	68%	Male	32%
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RECRUITMENT

Employee's Referral	35%	Public School/Program Referrals	24%
Newspaper Ads	71%	Private School Referrals	12%
Private Employment Agencies	24%	Employment Development Department	41%
Hire Unsolicited Applicants	18%	Union Hall Referrals	0%
In-House Promotion/Transfer	47%	EDCAL/JIS/SCBA	12%

MAJOR EMPLOYING INDUSTRIES

This occupation is spread across most industries.

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
English grammar and spelling skills	3.0	Ability to pass drug testing	2.0
Verbal communication skills	3.0	Pass pre-employment medical exam	1.5
Ability to work independently	3.0	Ability to lift at least 10 lbs	1.5
Writing skills	2.9	Ability to stand for 2 hrs or more	1.0
Perform basic mathematical calculations	2.8		
Ability to work as part of a team	2.6		
Perform routine, repetitive work	2.4		
TECHNICAL		OTHER QUALIFICATIONS	
Ability to formulate office procedures	2.8	Attention to detail	2.9
Coordinate activities of clerical staff	2.6	Problem solving skills	2.8
Bookkeeping skills	2.5	Organizational/time mgmt skills	2.8
Ability to prepare payroll	2.2	Ability to work under pressure	2.8
Ability to prepare staff evaluations	2.2	Ability to handle crisis situations	2.8
Ability to hire and train staff	2.2	Supervisory skills	2.5
Ability to prepare organizational budgets	2.1	Multi-cultural familiarity	1.7
		Possess good DMV driving record	1.6
		Trained in CPR/First aid	1.3

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	88%	Desktop Publishing	47%
Word Processing	94%	Accounting Software	12%
Data Base	88%	Mini CAD	12%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computer technology, E-mail, Internet, Time management

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	9%
High School or Equivalent	9%	Bachelor (4 year) Degree	73%
Some College/Not Degree	9%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	59%	35%	6%	0%
Training Substituted for Exp.	0%	18%	53%	29%

NURSE AIDES

Nurse Aides work under the direction of nursing or medical staff to provide auxiliary services in the care of patients. They perform duties such as answering patients' call bells, serving and collecting food trays, and feeding patients. Nurse Aides may be called Assistants, Attendants, or Orderlies. Orderlies are primarily concerned with the care of male patients, setting up equipment, and relieving nurses of heavier work. Does not include Psychiatric Aides and Home Health Aides. OES 660080

OCCUPATIONAL FORECAST

Size in year 2000	Very Large	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.50	\$ 6.00	\$ 9.55
New Hires - Experienced	\$ 5.65	\$ 6.30	\$10.29
Experienced 3 Years with Firm	\$ 6.50	\$ 7.10	\$11.35

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	100%	29%	Paid Sick Leave	100%	29%
Dental Insurance	86%	29%	Paid Vacation	100%	29%
Vision Insurance	43%	29%	Retirement Plan	57%	29%
Life Insurance	71%	43%	Child Care	0%	0%

HOURS

Full Time	78%	Temporary/On Call	9%
Part Time	13%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	84%	Male	16%
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RECRUITMENT

Employee's Referral	57%	Public School/Program Referrals	43%
Newspaper Ads	100%	Private School Referrals	0%
Private Employment Agencies	03%	Employment Development Department	43%
Hire Unsolicited Applicants	43%	Union Hall Referrals	0%
In-House Promotion/Transfer	43%	Help Wanted Signs in Window	0%

MAJOR EMPLOYING INDUSTRIES:

Skilled Nursing Care Facilities, General Medical & Surgical Hospitals

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	3.0	Ability to pass drug testing	2.0
English grammar and spelling skills	2.9	Pass pre-employ medical exam	1.9
Ability to write legibly	2.9		
Ability to read and follow instructions	2.9		
Ability to perform basic math	1.8		
TECHNICAL		OTHER QUALIFICATIONS	
Possession of Nurses Aide Certificate	3.0	Ability to follow oral instructions	3.0
Provide personal services to patients	2.9	Ability to work under pressure	3.0
Administer emergency first aid	2.9	Attention to detail	2.9
Ability to apply transferring techniques moving patients	2.9	Ability to handle crisis situations	2.9
Ability to perform CPR	2.9	Ability to work independently	2.9
Public contact skills	2.9	Ability to work as part of a team	2.9
Record keeping skills	2.8	Multi-cultural familiarity	1.8
Understanding of asepsis	2.5		
Post surgical care skills	2.1		
Knowledge of orthopedic care	2.0		
Ability to apply dressings and compresses	1.3		

COMPUTER SOFTWARE SKILLS SOUGHT

None Reported

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

IV Site checks, Enhanced nursing care service, assessment and evaluation, Computer literacy.

EDUCATION OF RECENT HIRES

Less Than High School	18%	Associate (2 year) Degree	0%
High School or Equivalent	82%	Bachelor (4 year) Degree	0%
Some College/Not Degree	0%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	14%	14%	43%	29%
Training Substituted for Exp.	14%	29%	43%	14%

Firms requiring experience prefer an average of three to five months experience in this occupation.

POLICE PATROL OFFICER

Police Patrol Officers maintain order, enforce laws and ordinances, and protect life and property in an assigned patrol district or beat by performing a combination of such duties as patrolling a specific area on foot or in a vehicle; directing traffic, issuing traffic summonses; investigating accidents; apprehending, arresting and processing prisoners; and giving evidence in court. OES 630140

OCCUPATIONAL FORECAST

Size in year 2000	Medium	Job Growth	Remain Stable
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 10.55	\$ 12.06	\$ 13.03
New Hires - Experienced	\$ 10.55	\$ 13.28	\$ 14.36
Experienced 3 Years with Firm	\$ 11.99	\$ 15.11	\$ 15.93

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	100%	0%	Paid Sick Leave	75%	0%
Dental Insurance	100%	0%	Paid Vacation	75%	0%
Vision Insurance	100%	0%	Retirement Plan	75%	0%
Life Insurance	75%	0%	Child Care	0%	0%

HOURS

Full Time	100%	Temporary/On Call	0%
Part Time	0%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	6%	Male	94%
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RECRUITMENT

Employee's Referral	0%	Public School/Program Referrals	25%
Newspaper Ads	75%	Private School Referrals	0%
Private Employment Agencies	0%	Employment Development Department	50%
Hire Unsolicited Applicants	0%	Union Hall Referrals	0%
In-House Promotion/Transfer	0%		

MAJOR EMPLOYING INDUSTRIES :

State and Local Government

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
English grammar and spelling skills	3.0	Pass pre-employ medical exam	3.0
Oral communication skills	3.0	Pass a physical performance test	2.5
Ability to write legibly	3.0		
Ability to read and follow instructions	3.0		
Perform basic math calculations	2.5		
TECHNICAL		OTHER QUALIFICATIONS	
Ability to administer emergency first aid	3.0	Multi-cultural familiarity	3.0
Possess a Firearms Qualifications Card	3.0	Pass psychological interview	3.0
Verbal presentation skills	3.0	Ability to follow oral instructions	3.0
Ability to write effectively	3.0	Attention to detail	3.0
Analytical skills	3.0	Ability to work under pressure	3.0
Read and comprehend information quickly	3.0	Ability to work independently	3.0
Public contact skills	3.0	Ability to work as part of a team	3.0

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	0%	Desktop Publishing	0%
Word Processing	75%	Department Software	25%
Data Base	25%		

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computerized equipment

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	50%
High School or Equivalent	0%	Bachelor (4 year) Degree	0%
Some College/Not Degree	50%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	25%	50%	0%	25%
Training Substituted for Exp.	25%	25%	50%	0%

Firms requiring experience prefer an average of six months to one year experience in this occupation.

RECEPTIONISTS AND INFORMATION CLERKS

Receptionist and Information Clerks answer inquiries and obtain information for the general public (customers, visitors, and other interested parties) Concerning activities conducted at an establishment, such as the location of offices or persons within the firm, departments within the store, or services within the hotel. They may perform a variety of other clerical duties. Does not include Receptionist who primarily operate switchboards. OES 553050

OCCUPATIONAL FORECAST

Size in year 2000	Very Large	Job Growth	Average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.15	\$ 6.50	\$ 9.00
New Hires - Experienced	\$ 6.00	\$ 7.50	\$ 10.00
Experienced 3 Years with Firm	\$ 7.00	\$ 8.50	\$ 12.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	85%	8%	Paid Sick Leave	77%	23%
Dental Insurance	69%	15%	Paid Vacation	100%	23%
Vision Insurance	31%	8%	Retirement Plan	38%	0%
Life Insurance	46%	0%	Child Care	8%	8%

HOURS

Full Time	40%	Temporary/On Call	0%
Part Time	60%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is a little difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	66%	Male	34%
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RECRUITMENT

Employee's Referral	60%	Public School/Program Referrals	20%
Newspaper Ads	80%	Private School Referrals	13%
Private Employment Agencies	20%	Employment Development Department	40%
Hire Unsolicited Applicants	27%	Union Hall Referrals	0%
In-House Promotion/Transfer	47%	World Wide Web	7%

MAJOR EMPLOYING INDUSTRIES :

This occupation is spread across most industries.

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	3.0	Sit continuously for 2 hrs or more	2.4
English grammar and spelling skills	2.8	Ability to pass drug testing	1.8
Perform basic math calculations	2.5	Pass pre-employ medical exam	1.6
TECHNICAL		OTHER QUALIFICATIONS	
Customer service skills	3.0	Attention to detail	2.9
Telephone answering skills	2.9	Ability to work independently	2.9
Ability to use word processing software	2.7	Ability to work as part of a team	2.9
Alphabetic and numerical filing skills	2.7	Perform routine, repetitive work	2.9
Operate Multi-line command phone center	2.5	Ability to work under pressure	2.8
Ability to type 45 words per minute	2.4	Read and follow instructions	2.8
Bookkeeping skills	2.1	Ability to handle crisis situations	2.7
Ability to use E-mail	1.9	Problem solving skills	2.7
		Organization/time mgmt skills	2.6
		Multi-cultural familiarity	1.8
		Good DMV driving record	1.8

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	50%	Desktop Publishing	21%
Word Processing	93%	Data Entry	14%
Data Base	50%		

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computerized scheduling, Computer skills, Financial management

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	58%	Bachelor (4 year) Degree	0%
Some College/Not Degree	42%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	20%	40%	33%	7%
Training Substituted for Exp.	0%	33%	67%	0%

Firms requiring experience prefer an average of six months to two years experience in this occupation or as a clerk.

SALESPERSONS - PARTS

Parts Salespersons sell spare and replaceable parts and equipment from behind a counter in agency, repair shop, or parts store. They determine the make, year, and type of part needed by observing the damaged part or listening to a description of the malfunction. They read a catalogue to find stock number, price, etc., and fill the customer's order from stock. Does not include workers whose primary responsibilities are to receive, store, and issue materials, equipment, and other items from the stockroom. OES 490140

OCCUPATIONAL FORECAST

Size in year 2000	Large	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.75	\$ 6.00	\$ 7.00
New Hires - Experienced	\$ 7.00	\$ 8.50	\$ 10.00
Experienced 3 Years with Firm	\$ 8.00	\$12.00	\$ 13.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	79%	7%	Paid Sick Leave	29%	7%
Dental Insurance	43%	0%	Paid Vacation	93%	7%
Vision Insurance	36%	0%	Retirement Plan	36%	0%
Life Insurance	57%	7%	Child Care	0%	0%

HOURS

Full Time	96%	Temporary/On Call	0%
Part Time	2%	Seasonal	2%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is very difficult to find experienced qualified applicants and somewhat difficult to find inexperienced qualified applicants.

GENDER

Female	13%	Male	87%
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RECRUITMENT

Employee's Referral	73%	Public School/Program Referrals	7%
Newspaper Ads	47%	Private School Referrals	20%
Private Employment Agencies	13%	Employment Development Department	33%
Hire Unsolicited Applicants	27%	Union Hall Referrals	0%
In-House Promotion/Transfer	67%		

MAJOR EMPLOYING INDUSTRIES:

New and Used Car Dealers, Auto and Home Supply Stores, Motorcycle Dealers

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	3.0	Ability to pass drug testing	2.5
Perform basic math calculations	3.0	Pass pre-employ medical exam	2.0
Ability to write legibly	2.9	Ability to lift 50 lbs repeatedly	2.0
English grammar and spelling skills	2.8		
TECHNICAL		OTHER QUALIFICATIONS	
Ability to apply sales techniques	3.0	Attention to detail	3.0
Telephone answering skills	3.0	Ability to work as part of a team	3.0
Customer service skills	3.0	Ability to work under pressure	2.9
Cash handling skills	2.9	Ability to work independently	2.9
Understanding of inventory techniques	2.8	Read and follow instructions	2.9
Ability to operate a cash register	2.4	Problem solving skills	2.5
Ability to use database software	2.4	Possess mechanical aptitude	2.3
		Supervisory skills	2.2
		Multi-cultural familiarity	1.7

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	0%	Computerized Inventory	50%
Word Processing	0%	Point of Sale	50%
Data Base	50%	Basic Computer Knowledge	50%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computer Literacy, On-line Computer skills

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	67%	Bachelor (4 year) Degree	0%
Some College/Not Degree	33%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	33%	33%	27%	7%
Training Substituted for Exp.	7%	27%	60%	7%

Firms requiring experience prefer an average of five months to two years experience in this occupation or delivery parts person.

SALESPERSONS - RETAIL (EXCEPT VEHICLE SALES)

Retail Salespersons sell a variety of merchandise to the public. They assist the customer in making selections, obtain or receive the merchandise, total the bill, receive the payment in cash or by check or credit card, operate a cash register, and make change for the customer. They may stock shelves and set up advertising displays. Does not include workers who work primarily as Cashiers. OES 490112

OCCUPATIONAL FORECAST

Size in year 2000	Very Large	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.15	\$ 5.25	\$ 6.50
New Hires - Experienced	\$ 5.25	\$ 6.50	\$ 8.00
Experienced 3 Years with Firm	\$ 6.00	\$ 8.00	\$ 10.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	87%	27%	Paid Sick Leave	47%	13%
Dental Insurance	53%	13%	Paid Vacation	87%	13%
Vision Insurance	27%	0%	Retirement Plan	53%	0%
Life Insurance	47%	7%	Child Care	0%	0%

HOURS

Full Time	64%	Temporary/On Call	3%
Part Time	34%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	66%	Male	34%
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RECRUITMENT

Employee's Referral	73%	Public School/Program Referrals	7%
Newspaper Ads	33%	Private School Referrals	0%
Private Employment Agencies	7%	Employment Development Department	27%
Hire Unsolicited Applicants	47%	Union Hall Referrals	0%
In-House Promotion/Transfer	20%	Sign on Door	13%

MAJOR EMPLOYING INDUSTRIES :

Hardware Stores, Department Stores, Variety Stores, General Merchandise Stores

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
English grammar and spelling skills	3.0	Ability to stand for 2 hrs or more	3.0
Oral communication skills	3.0	Ability to lift 50 lbs repeatedly	2.0
Perform basic math calculations	3.0	Ability to pass drug testing	1.8
Ability to write legibly	2.9	Pass pre-employ medical exam	1.4
Ability to read and follow instructions	2.9		
TECHNICAL		OTHER QUALIFICATIONS	
Cash handling skills	3.0	Good grooming skills	3.0
Customer service skills	3.0	Ability to work independently	3.0
Ability to apply sales techniques	2.9	Read and follow instructions	3.0
Understanding of inventory techniques	2.9	Attention to detail	2.9
Telephone answering skills	2.9	Ability to work as part of a team	2.9
Ability to operate a cash register	2.8	Problem solving skills	2.4
		Ability to work under pressure	2.4
		Multi-cultural familiarity	2.0
		Supervisory skills	1.8

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	0%	Point of Sale	40%
Word Processing	80%	General Computer Skills	40%
Data Base	20%		

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computers and Numerical Keypad

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	2%
High School or Equivalent	87%	Bachelor (4 year) Degree	0%
Some College/Not Degree	11%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	7%	13%	53%	27%
Training Substituted for Exp.	47%	13%	33%	7%

Firms requiring experience prefer an average of three months to one year experience in this occupation or sales.

SECRETARIES, LEGAL

Legal Secretaries prepare legal papers and correspondence of a legal nature, such as summonses, complaints, motions, and subpoenas. They must be familiar with legal terminology, procedures and documents, as well as legal research, and may review law journals and other legal publications to identify court decisions pertinent to pending cases and submit articles to company officials. OES 551020

OCCUPATIONAL FORECAST

Size in year 2000	Medium	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.15	\$ 8.00	\$ 10.00
New Hires - Experienced	\$ 8.00	\$ 10.00	\$ 12.00
Experienced 3 Years with Firm	\$ 10.00	\$ 12.00	\$ 16.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	54%	8%	Paid Sick Leave	69%	8%
Dental Insurance	8%	0%	Paid Vacation	92%	8%
Vision Insurance	0%	0%	Retirement Plan	31%	0%
Life Insurance	8%	0%	Child Care	0%	0%

HOURS

Full Time	85%	Temporary/On Call	0%
Part Time	15%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	100%	Male	0%
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RECRUITMENT

Employee's Referral	47%	Public School/Program Referrals	27%
Newspaper Ads	60%	Private School Referrals	7%
Private Employment Agencies	7%	Employment Development Department	27%
Hire Unsolicited Applicants	20%	Union Hall Referrals	0%
In-House Promotion/Transfer	7%	Word of Mouth & Resumes	27%

MAJOR EMPLOYING INDUSTRIES :

Legal Services

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
English grammar and spelling skills	3.0	Pass pre-employ medical exam	1.4
Oral communication skills	3.0	Ability to pass drug testing	1.3
Ability to read and follow instructions	3.0		
Ability to write legibly	2.7		
Perform basic math calculations	2.7		
TECHNICAL		OTHER QUALIFICATIONS	
Proofreading skills	3.0	Attention to detail	3.0
Ability to use word processing software	3.0	Ability to work under pressure	3.0
Telephone answering skills	3.0	Ability to work independently	3.0
Maintain an appointment calendar	3.0	Ability to work as part of a team	3.0
Ability to type at least 60 word per min.	3.0	Multi-cultural familiarity	1.5
Follow law office methods and procedures	2.8	Supervisory skills	1.4
Record keeping skills	2.8		
Alphabetic and numeric filing skills	2.8		
Understand of court proceedings	2.7		
Ability to operate a transcribing machine	2.6		
Ability to follow billing procedures	2.4		
Ability to use spreadsheet software	1.7		

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	27%	Desktop Publishing	0%
Word Processing	100%	On-line Data Searching	13%
Data Base	20%	Billing	13%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Computerized Legal Research, Internet, Financial Management, Computer Maintenance

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	50%
High School or Equivalent	0%	Bachelor (4 year) Degree	0%
Some College/Not Degree	50%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	27%	47%	13%	13%
Training Substituted for Exp.	0%	20%	67%	13%

Firms requiring experience prefer an average of one to two years experience in this occupation or as a secretary.

SECRETARIES, MEDICAL

Medical Secretaries perform secretarial duties utilizing specific knowledge of medical terminology and hospital, clinic, or laboratory procedures. Their duties include taking dictation, and compiling and recording medical charts, reports, and correspondence, as well as preparing and sending bills to patients or recording appointments. OES 551050

OCCUPATIONAL FORECAST

Size in year 2000	Large	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 6.00	\$ 7.98	\$ 10.00
New Hires - Experienced	\$ 7.00	\$ 9.00	\$ 10.00
Experienced 3 Years with Firm	\$ 9.00	\$ 10.00	\$ 14.00

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	80%	7%	Paid Sick Leave	93%	20%
Dental Insurance	27%	0%	Paid Vacation	100%	20%
Vision Insurance	20%	0%	Retirement Plan	67%	7%
Life Insurance	33%	7%	Child Care	0%	0%

HOURS

Full Time	73%	Temporary/On Call	3%
Part Time	23%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	98%	Male	2%
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RECRUITMENT

Employee's Referral	67%	Public School/Program Referrals	7%
Newspaper Ads	73%	Private School Referrals	0%
Private Employment Agencies	7%	Employment Development Department	0%
Hire Unsolicited Applicants	27%	Union Hall Referrals	0%
In-House Promotion/Transfer	33%	Word of Mouth	7%

MAJOR EMPLOYING INDUSTRIES :

Veterinary Services, Specialties, Offices and Clinics of Medical Doctors, Offices and Clinics of Dentists, Offices of Health Practitioners, General Medical and Surgical Hospitals

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	3.0	Ability to pass drug testing	2.2
Ability to read and follow instructions	3.0	Pass pre-employ medical exam	2.1
English grammar and spelling skills	2.7		
Perform basic math calculations	2.7		
Ability to write legibly	2.6		
TECHNICAL		OTHER QUALIFICATIONS	
Alphabetic and numeric filing skills	2.9	Attention to detail	2.9
Complete and explain insurance forms	2.7	Ability to work as part of a team	2.9
Ability to follow billing procedures	2.7	Ability to work independently	2.8
Telephone answering skills	2.7	Ability to work under pressure	2.6
Maintain an appointment calendar	2.7	Multi-cultural familiarity	2.3
Knowledge of medical terminology	2.6	Supervisory skills	1.6
Ability to write effectively	2.3		
Proofreading skills	2.2		
Ability to use word processing software	2.2		
Ability to operate a transcribing machine	1.3		
Certified in Medical Transcription as CMT	1.3		
Ability to type at least 60 words per min.	1.3		

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	27%	Accounting	45%
Word Processing	82%	Medical Office Software	45%
Data Base	27%	Medical Billing	45%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Bi-Lingual in Spanish, Computer Skills, Medical Coding, Word Processing

EDUCATION OF RECENT HIRES

Less Than High School	0%	Associate (2 year) Degree	0%
High School or Equivalent	84%	Bachelor (4 year) Degree	0%
Some College/Not Degree	16%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	33%	40%	20%	7%
Training Substituted for Exp.	0%	20%	73%	7%

Firms requiring experience prefer an average of six months to one year experience in this occupation or in medical billing, as a secretary or as a receptionist.

TRUCK DRIVERS, LIGHT - INCLUDE DELIVERY AND ROUTE WORKS

Light Truck Drivers, including Delivery and Route Workers, drive vehicles with a capacity under 3 tons. They deliver or pick up merchandise and may load and unload trucks. Does not include workers whose duties include sales. OES 971050

OCCUPATIONAL FORECAST

Size in year 2000	Very Large	Job Growth	Much faster than average
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WAGE SUMMARY

Employee Type	Low	Median	High
New Hires - No Experience	\$ 5.50	\$ 7.00	\$ 11.99
New Hires - Experienced	\$ 5.50	\$ 8.00	\$ 12.00
Experienced 3 Years with Firm	\$ 5.50	\$ 8.75	\$13.43

BENEFITS

	Full Time	Part Time		Full Time	Part Time
Medical Insurance	91%	0%	Paid Sick Leave	64%	18%
Dental Insurance	82%	0%	Paid Vacation	91%	18%
Vision Insurance	45%	0%	Retirement Plan	36%	0%
Life Insurance	82%	0%	Child Care	0%	0%

HOURS

Full Time	78%	Temporary/On Call	2%
Part Time	20%	Seasonal	0%

SUPPLY/DEMAND ASSESSMENT

Employers reported that it is somewhat difficult to find either experienced or inexperienced qualified applicants.

GENDER

Female	16%	Male	84%
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RECRUITMENT

Employee's Referral	67%	Public School/Program Referrals	7%
Newspaper Ads	60%	Private School Referrals	0%
Private Employment Agencies	7%	Employment Development Department	27%
Hire Unsolicited Applicants	20%	Union Hall Referrals	0%
In-House Promotion/Transfer	33%	Friends Referrals	7%

MAJOR EMPLOYING INDUSTRIES:

Newspapers, Local Trucking, Without Storage, Courier Services, Dairy Products, Lumber and Other Building Materials, Paint - Glass and Wallpaper Stores, Auto and Home Supply Stores, Eating Places, Drug Stores and Proprietary Stores, Liquefied Petroleum Gas Dealers, Florists, Equipment Rental & Leasing, General Automotive Repair Shops. Furniture Stores.

JOB ENTRY SKILLS & QUALIFICATIONS

3.0 Very Important, 2.0 Somewhat Important, 1.0 Not Important

BASIC SKILLS		PHYSICAL ABILITIES	
Oral communication skills	2.8	Ability to pass drug testing	2.7
Ability to write legibly	2.7	Pass pre-employ medical exam	2.3
Ability to read and follow instructions	2.6	Lift at least 75 lbs repeatedly	2.2
English grammar and spelling skills	2.5		
Perform basic math calculations	2.4		
TECHNICAL		OTHER QUALIFICATIONS	
Public contact skills	2.8	Good DMV record	2.9
Ability to read invoices	2.5	Ability to follow oral instructions	2.9
Ability to load and unload freight	2.5	Attention to detail	2.9
Knowledge of local streets	2.4	Ability to work under pressure	2.8
Record keeping skills	2.2	Ability to work independently	2.8
Valid Class A driver's license	2.0	Ability work as part of a team	2.6
Map reading skills	2.0	Multi-cultural familiarity	1.8
Valid Class B driver's license	1.8		
Ability to operate a fork lift	1.6		

COMPUTER SOFTWARE SKILLS SOUGHT

Spreadsheet	0%	Data Base	0%
Word Processing	100%	Desktop Publishing	0%

PROJECTED NEW SKILLS WITHIN THE NEXT THREE YEARS

Type A Driver's License, Computer Skills

EDUCATION OF RECENT HIRES

Less Than High School	16%	Associate (2 year) Degree	0%
High School or Equivalent	74%	Bachelor (4 year) Degree	0%
Some College/Not Degree	11%	Graduate Study	0%

PRIOR EXPERIENCE

FIRMS REPORTED	Always	Usually	Sometimes	Never
Work Experience Required	20%	7%	40%	33%
Training Substituted for Exp.	20%	20%	40%	20%

Firms requiring experience prefer an average of three to ten months experience in this occupation. In some industries specific product knowledge is also preferred.

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CHAPTER 5

LOCAL TRAINING PROVIDERS (FOR OCCUPATIONS STUDIED)

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LOCAL TRAINING FOR OCCUPATIONS SURVEYED

The follow contains information on training available in Mendocino County for the occupations studied in 1997.

An earnest effort was made to include all occupational training sources in the survey area for the occupations studied. However, if a provider did not respond after three attempts, the training provider was not included in the listing.

Program listings include the site of training, address, telephone number, general and special needs services, average length of training or units needed to complete training, what is received upon completion, target students for program and occupation for which training is provided.

Data for this listing was collected in the fall of 1997. Because educational program information changes frequently, users should contact individual training providers directly for information updates.

Occupation

Training Provider

Bookkeeping Accounting, and Auditing Clerks, Including Bookkeepers

Link Career Center
Mendocino College
Regional Occupational Program

Computer Support Specialist

Mendocino College
Regional Occupational Program

Firefighter

Regional Occupational Program

Gardeners, Groundskeepers

Mendocino College

Manager, Office

Mendocino College
Regional Occupational Program

Nurse Aides

Regional Occupational Program

Receptionist and Information Clerks

Link Career Center
Mendocino College

Secretaries - Medical

College of the Redwoods
Link Career Center
Mendocino College

Secretaries, Legal

Mendocino College

The following is a list of certificate or degree programs offer by each school that responded to the study

College of the Redwoods - Mendocino Coast

1211 Del Mar Drive,
Fort Bragg, California 95437
(707) 961 - 1001

Available services

- ◆ Financial Aide Assistance
- ◆ Counseling Services
- ◆ Vocational Assessment
- ◆ Special Needs Services

Medical Office Business Skills

- | | |
|------------------------------------|-----------------------|
| ◆ Average time to complete program | 1 to 2 years |
| ◆ Open-entry, open-exit | Yes |
| ◆ Received upon completion | Certificate |
| ◆ Occupation surveyed | Secretaries - Medical |

LINK Career Center

143 East Gobbi Street, Suite A
Ukiah, California 95482
(707) 468-LINK (5465)

Available Services

- ◆ Job Placement
- ◆ Counseling Services
- ◆ Vocational Assessment

Accounting Clerk

- | | |
|------------------------------------|---|
| ◆ Average time to complete program | 188 hours (Approximately. 11.75 weeks) |
| ◆ Open-entry, open-exit | Yes |
| ◆ Received upon completion | Certificate |
| ◆ Occupation surveyed | Bookkeeping, Accounting & Auditing Clerks |

Medical Assistant (Front Office)

- | | |
|------------------------------------|---------------------------------------|
| ◆ Average time to complete program | 200 hours (Approximately 12.75 weeks) |
| ◆ Open-entry, open-exit | Yes |
| ◆ Received upon completion | Certificate |
| ◆ Occupation surveyed | Secretaries - Medical |

**Mendocino County Office of Education
Regional Occupational Program**

2240 Eastside Road
Ukiah, California 95482
(707) 463 - 4807

Available services

- ◆ None Listed

Recordkeeping

- | | |
|------------------------------------|---|
| ◆ Average time to complete program | 50 hours |
| ◆ Open-entry, open-exit | Yes |
| ◆ Received upon completion | Certificate of Completion |
| ◆ Target students | Adults |
| ◆ Occupation surveyed | Bookkeeping, Accounting & Auditing Clerks |

Computerized Accounting

- | | |
|------------------------------------|---|
| ◆ Average time to complete program | 40 hours |
| ◆ Open-entry, open-exit | Yes |
| ◆ Received upon completion | Certificate of Completion |
| ◆ Target students | Adults |
| ◆ Occupation surveyed | Bookkeeping, Accounting & Auditing Clerks |

Computer Support Specialist

Basic classes are offered such as Beginning to Advanced Word Processing, Database, Spreadsheet, Windows 95 and Internet which are all self paced.

- | | |
|------------------------------------|-----------------------------|
| ◆ Average time to complete program | 40 - 60 hours each class |
| ◆ Open-entry, open-exit | Yes |
| ◆ Received upon completion | Certificate of Completion |
| ◆ Target students | Adults |
| ◆ Occupation surveyed | Computer Support Specialist |

**Mendocino County Office of Education
Regional Occupational Program
(continued)**

Fire Science

These classes are run through Ukiah Fire Department and the California Department of Forestry.

- | | |
|------------------------------------|---------------------------|
| • Average time to complete program | 959 hours |
| ♦ Open-entry, open-exit | No |
| ♦ Received upon completion | Certificate of Completion |
| ♦ Target students | Adults |
| ♦ Occupation surveyed | Firefighter |

Manager, Office

Modules are offered such as Business Math (60 hours). Electronic Calculator (48 hours) English (self-paced) Filing (25 - 32 hours) Office Procedures (45 hours).

- | | |
|------------------------------------|---------------------------|
| ♦ Average time to complete program | See above modules |
| ♦ Open-entry, open-exit | Yes on all modules |
| ♦ Received upon completion | Certificate of Completion |
| ♦ Target students | Adults |
| ♦ Occupation surveyed | Manager, Office |

Nurse Aides

- | | |
|------------------------------------|--|
| ♦ Average time to complete program | 316 hours |
| ♦ Open-entry, open-exit | No |
| ♦ Received upon completion | Certificate of Completion from ROP and take the Department of Health Services test to become Certified with the State. |
| ♦ Target students | Adults |
| ♦ Occupation surveyed | Nurse Aides |
-

Mendocino College

1000 Hensley Creek Road

P O Box 3000

Ukiah, California 95482

(707) 468 -3048

Available services

- ◆ Financial Aide Assistance
- ◆ Counseling Services
- ◆ Vocational Assessment
- ◆ Special Needs Services
- ◆ Child Care
- ◆ Job Placement

Business Accounting

- ◆ Average time to complete program 20 Units
- ◆ Open-entry, open-exit Yes
- ◆ Received upon completion Certificate of Achievement
- ◆ Occupation surveyed Bookkeeping, Accounting & Auditing Clerks

Computer and Information Applications

- ◆ Average time to complete program 2 years
- ◆ Open-entry, open-exit Yes
- ◆ Received upon completion Associate of Science Degree
- ◆ Occupation surveyed Computer Support Specialist

Computer Applications - Office Environment

- ◆ Average time to complete program 24 Units
- ◆ Open-entry, open-exit Yes
- ◆ Received upon completion Certificate of Achievement
- ◆ Occupation surveyed Computer Support Specialist

Agriculture - Landscape Practices

- ◆ Average time to complete program 23 Units
- ◆ Open-entry, open-exit Yes
- ◆ Received upon completion Certificate of Achievement
- ◆ Occupation surveyed Gardeners, Groundskeepers

Administrative Assistant

- ♦ Average time to complete program 2 years
- ♦ Open-entry, open-exit Yes
- ♦ Received upon completion Associate of Science Degree
- ♦ Occupation surveyed Manager, Office

Business - Small Business Management

- ♦ Average time to complete program 20 Units
- ♦ Open-entry, open-exit Yes
- ♦ Received upon completion Certificate of Achievement
- ♦ Occupation surveyed Manager, Office

Business Office Technology - Legal

- ♦ Average time to complete program 29 Units
- ♦ Open-entry, open-exit Yes
- ♦ Received upon completion Certificate of Achievement
- ♦ Occupation surveyed Secretaries, Legal

Business Office Technology - Medical

- ♦ Average time to complete program 30 Units
- ♦ Open-entry, open-exit Yes
- ♦ Received upon completion Certificate of Achievement
- ♦ Occupation surveyed Secretaries, Medical